NCMMIS
View Provider Enrollment Application Status – Pega (Fiscal Agents)
Participant User Guide

PREPARED FOR:

North Carolina Department of Health and Human Services

DHHS MES VMU

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CSRA
A General Dynamics Information Technology Inc. company

NC DEPARTMENT OF
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Document Revision History

Version	Date	Description of Changes
D2.01	September 19, 2022	Updated for CSR 2487
V1.0	January 21, 2014	Final
D1.0.3	January 13, 2014	Re-issued with no content changes
D1.0.3	December 13, 2013	Re-issued with no content changes
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D1.0.1	April 04, 2013	Initial submission.

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List of Exhibits

1.0 Welcome

1.1 COURSE OVERVIEW

Welcome to this View Provider Enrollment Application Status training.

Some sections have a graphic illustration followed by a **step**. The numbers on the image correspond with the numbers in the **steps**.

1.2 COURSE BENEFITS

This course teaches Fiscal Agents (FAs) how to check the status of a provider's enrollment application in the Enrollment Tracking screens within the Operations portal.

1.3 COURSE OBJECTIVES

At the end of this training, as an authorized user you will be able to do the following:

- Navigate to the Provider's Enrollment Tracking Detail pages
- Locate and view the Provider Application Details screen

1.4 SUPPLEMENTAL TRAINING

Before taking this course, it is recommended that the user first completes the following courses:

- HIPAA Security & Privacy Training
- Provider Web Portal Applications – FA (Instructor-Led Training)
- Provider Credentialing Processes (Instructor-Led Training)
- Viewing Provider Enrollment Status (e-Learning/Computer Based Training [CBT])

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2.0 Provider Enrollment Application Status

2.1 INTRODUCTION

FAs often need to check the status of a provider's enrollment application. On the Enrollment Tracking Details screen (located in the NCTracks Operations portal), the Details tab displays the provider's enrollment application status.

This training takes you through the process of locating a provider's enrollment application status using the Provider Enrollment Tracking Screen in the NCTracks Operations portal. You can locate and view the Details tab to see the status of the provider's enrollment application.

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3.0 Viewing Provider Enrollment Application Status

3.1 NAVIGATING TO THE ENROLLMENT TRACKING DETAIL SCREEN

The Enrollment Tracking Detail screen is accessed through the NCTracks Operations portal.

3.2 DETAILS SCREEN

On the Details screen, you can view data that is updated through the Pega Credentialing workflow approval process.

Exhibit 1. Enrollment Tracking Detail Screen: Details Screen

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Description Table

Section	Description
1	**Process Type** – Displays the type of application. There are five application types: • Enrollment • Re-enrollment • Manage Change Request • Re-verification • Maintain Eligibility
2	When the Details row is expanded, four columns display: • **Status Date** – Displays the date the current status was assigned to the application. • **Stage** – Displays the current stage within the provider enrollment process. See Section 3.2.1 for a listing of Stage Codes. • **Status** – A subcategory of Stage that further defines the application's current status. See Section 3.2.2 for a listing of Status Codes. • **Reason** – A subcategory of Stage and Status that further defines the application's current status. See Section 3.2.3 for a listing of Reason Codes.

3.2.1 Stage Codes
Description Table

Code	Short Description	Long Description
03	Abandoned	Provider's application has been abandoned.
04	In Review	Provider's application is in review.
06	Returned	Application has been returned to the provider. Additional documentation is required.
07	Denied	Application has been denied.
08	Approved	Application has been approved.
09	Withdrawn	Application has been withdrawn.
10	MCR Comp	Manage Change Request Complete; Provider's Manage Change Request application did not require credentialing. The provider's record has been updated.
11	ME Comp	Maintain Eligibility Complete; Provider's Maintain Eligibility application is complete.
12	Pymt Pend	Provider's NC Application Fee is pending payment.

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3.2.2 Status Codes
Description Table

Code	Short Description	Long Description
03	Abandoned	Provider's application has been abandoned.
04	CSRAC	CSC Fiscal Agent Operations is currently reviewing the application.
05	DHBMA	Division of Medical AssistanceHealth Benefits is currently reviewing the application.
08	Retrn-Prov	Application has been returned to the provider. Additional documentation is required.
09	Denied	Provider's application has been denied.
10	Approved	Provider's application has been approved.
11	APPROV-DMH	Provider's application has been approved for DMH only.
12	APPL-WTHDR	Provider has withdrawn the application.
13	No Cred	Provider's application did not require credentialing. Provider record has been updated.
14	Paypoint	Provider's NC Application Fee is pending via Paypoint.
15	DPH	Division of Public Health (DPH) is currently reviewing the application.

3.2.3 Reason Codes
Description Table

Code	Short Description	Long Description
02	SUBMT	Application has been submitted.
03	APPL-CMPL	Application has been deemed complete.
04	SUPP-REQD	Application requires Supporting Documents.
05	FEE-NSF	Application has been denied because the NC Application fee was returned for Non-Sufficient Funds (NSF).
06	SUPP-NTRV	Supporting documents have not been received.
07	WAIT-RVW	Application is waiting for Review.
09	Credntling	Application is in Credentialing.
10	W-C&T-DHSR	Application is awaiting C&T from DHSR.
11	W-BG-CHK	Application is waiting for IntelliCorp to return the Background Check.
12	NO-NEGCRD	No Negative Credentials have been found on the application.
14	ATYP-PROV	Atypical Provider
22	M-CARE	DMA Managed Care is reviewing the CCNC/CA application.

Code	Short Description	Long Description
29	SUPP-DOCS	Application requires Supporting Documents.
30	ENRL-FEE	NC Application Fee
31	R-AD-I-NFO	Additional information has been requested from the provider.
32	OIG Match	OIG Match has been found.
33	NC-PNL-MTH	NC Penalty Match has been found.
34	DMA-CL-PLC	DMA Clinical Policy is reviewing the application.
35	DMA-PRV-SR	DMA Provider Services is reviewing the application.
36	NG-BG-CHK	Negative Background Check has been found.
37	PR-NMET-EN	Provider does not meet enrollment criteria.
40	ENR-DSP-RW	Enrollment Dispute In Review.
41	Approved	Application has been approved.
44	PROV-WTDRN	Provider has withdrawn application.
46	OOS	Out of State Provider
47	OOSMedHome	Out of State Medicaid provider not active in home state.
48	MAINT Uptd	Maintenance Database Updated.
49	OIG-PROV	Enrolling provider has negative OIG finding.
50	NC-PNL-PRV	Enrolling provider has negative NC Penalty finding.
51	NG-BG-INDV	Enrolling provider has negative background finding.
52	DISCL-PROV	Enrolling provider did not disclose a negative finding on the enrollment application.
53	DISCLOSURE	Enrolling provider did not disclose a negative finding on the enrollment application for an owner or managing employee.
54	CAPC	Community Alternatives Program for Children (CAP/C)
55	CAPDA	Community Alternatives Program for Disabled Adults (CAP/DA)
56	CAPCHOICE	Community Alternatives Program Choice (CAP/Choice)
57	ACA-DEN	Application has been denied because the provider has not completed the Affordable Care Act enrollment requirements.
58	ACA	Affordable Care Act enrollment requirements.
73	TERMHPLIMT	HEALTH PLAN TERMINATED DUE TO LICENSE LIMITATIONS/CONDITIONS
74	TERMHP-NPA	HEALTH PLAN TERMINATED DUE TO LICENSE NON-PRACTICE AGREEMENT
75	TERMHPSFLC	HEALTH PLAN TERMINATED DUE TO CONCERN FOR BENEFICIARY SAFETY RELATED TO LICENSE LIMITATIONS/CONDITIONS
76	TERMHPSFRB	HEALTH PLAN TERMINATED DUE TO CONCERN FOR BENEFICIARY SAFETY RELATED TO MATTER REVIEWED

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Code	Short Description	Long Description
		BY LICENSE BOARD
87	DENAPPLICLI	APPLICATION DENIED DUE TO LICENSE LIMITATIONS/CONDITIONS
88	DENAPP-NPA	APPLICATION DENIED DUE TO LICENSE NON-PRACTICE AGREEMENT
89	DENAPPSFTY	APPLICATION DENIED DUE TO CONCERN FOR BENEFICIARY SAFETY RELATED TO LICENSE LIMITATIONS/CONDITIONS
90	DENAPPSFRB	APPLICATION DENIED DUE TO CONCERN FOR BENEFICIARY SAFETY RELATED TO MATTER REVIEWED BY LICENSE BOARD
91	PROVOPS	APPLICATION REQUIRES DHB PROVIDER OPERATIONS REVIEW DUE TO LICENSE FINDING
92	OPSDENTERM	APPLICATION TRANSFERRED TO SME TO DETERMINE IF APPLICATION DENIAL OR PROVIDER TERMINATION IS REQUIRED.
025	DENLICLMIT	TAXONOMY DENIED DUE TO LICENSE LIMITATIONS/CONDITIONS
026	DENLICNPA	TAXONOMY DENIED DUE TO LICENSE NON-PRACTICE AGREEMENT
027	DENSFTYLIC	TAXONOMY DENIED DUE TO CONCERN FOR BENEFICIARY SAFETY RELATED TO LICENSE LIMITATIONS/CONDITIONS
028	DENSFTYBRD	TAXONOMY DENIED DUE TO CONCERN FOR BENEFICIARY SAFETY RELATED TO MATTER REVIEWED BY LICENSE BOARD
029	TRMLICLMIT	TAXONOMY TERMINATED DUE TO LICENSE LIMITATIONS/CONDITIONS
030	TRMLICNPA	TAXONOMY TERMINATED DUE TO LICENSE NON-PRACTICE AGREEMENT
031	TRMSFTYLIC	TAXONOMY TERMINATED DUE TO CONCERN FOR BENEFICIARY SAFETY RELATED TO LICENSE LIMITATIONS/CONDITIONS
032	TRMSFTYBRD	TAXONOMY TERMINATED DUE TO CONCERN FOR BENEFICIARY SAFETY RELATED TO MATTER REVIEWED BY LICENSE BOARD

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3.3 SAMPLE DETAILS TAB

View the Details tab to see a timeline of the processing of the application.

Exhibit 2. Sample Details Tab: Reason Codes

Description Table

Reason Code	Description
02-SUBMT	Provider has submitted the application.
07-WAIT-RVW	Application is waiting for review.
58-ACA03-APPL-CMPL	Application is waiting for ACA site visit and/or PCG training results from PCG.Application has been deemed complete.
72-ACAPASSPCG	ACA site visit and/or PCG training passed results received from PCG.
09-Credntling	Application is proceeding through the credentialing process.
03-APPL-CMPL	Application has been deemed complete.

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Reason Code	Description
86-PECOSCOMP ~~11-W-BG-CHK~~	Application passed PECOS required check.~~Application is awaiting Background Check results.~~
11-W-BG-CHK ~~14-ATYP-PROV~~	Application is awaiting Background Check results.~~DMA Provider Services has approved the application.~~
71-ACREDCOMP ~~12-NO-NEGCRD~~	License, accreditation, and/or certification (LAC) was required and the LAC was reviewed.~~No negative accreditation results were found.~~
54-CAPC	Application with DHB to approved CAP/C Services ~~DMA CAP Services has approved the application.~~
55-CAPDA	Application with DHB to approved CAP/DA Services ~~DMA CAP Services has approved the application.~~
12-NO-NEGCRD ~~56-CAPCHOICE~~	No negative finding and application is ready for approval.~~DMA CAP Services has approved the application.~~
41-Approved	Provider Application Approved.

Note: An automated nightly process moves the record data to the live provider database once an application is in 'Approved' status. For example, if the provider's initial enrollment application was approved today at 11:00 a.m., the provider's record will be moved to the production provider database overnight. The provider will be active the next day.

4.0 Resources

For more information, please refer to the following:

- Provider Web Portal Applications (Instructor-Led Training)
- Provider Credentialing Processes (Instructor-Led Training)
- Viewing Provider Enrollment Status (e-Learning/CBT)

For further clarification or guidance on specific Policies, please access the North Carolina Office of Medicaid Management Information System Services (OMMISS) at:
http://www.ncmmis.ncdhhs.gov.

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Addendum A. Help System

The major forms of help in the NCMMIS NCTracks system are as follows:

- Navigational breadcrumbs
- System-Level Help – Indicated by the "NCTracks Help" link on each page
- Page-Level Help – Indicated by the "Help" link above the Legend
- Legend
- Data/Section Group Help – Indicated by a question mark (?)
- Hover over or Tooltip Help on form elements

Navigational Breadcrumb
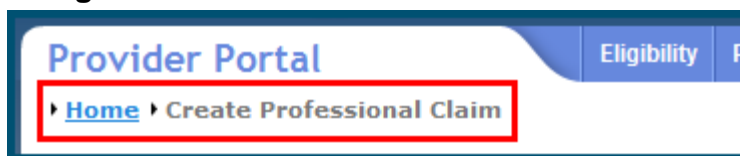
A breadcrumb trail is a navigational tool that shows the path of screens that the user has visited from the home page. This breadcrumb consists of links so the user can return to specific screens on this path.

System-Level Help
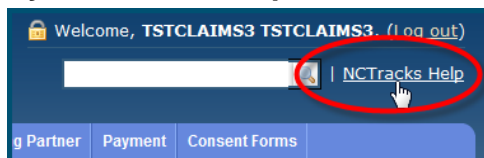
The System-Level Help link opens a new window with the complete table of contents for a given user's account privileges. The System-Level Help link, "NCTracks Help," will display at the top right of any secure portal page or web application form page that contains Page-Level and/or Data/Section Group Help.
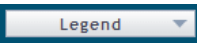
Page-Level Help
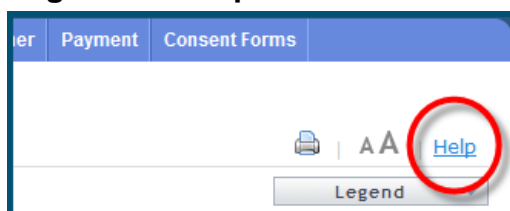
Page-Level Help opens a modal window with all of the Data/Section Group help topics for the current page. The Page-Level Help link displays across from the page title of any web application form page.

Form Legend
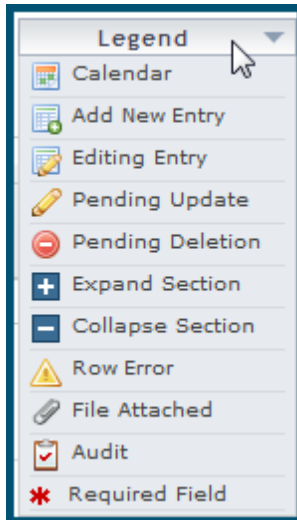
A legend of all helpful icons is presented on pages as needed to explain the relevant meanings. This helps the user become familiar with any new icon representations in context with the form or page as it is used. Move the mouse over the Legend icon to open the list.

Data/Section Group Help

Data/Section Group Help targets the same modal window as Page-Level help, but also targets specific form information associated with the Help link that the user clicked. Data/Section Group Help displays as a question mark (?).

Tooltip Help
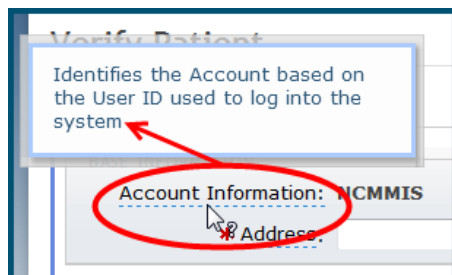
Tooltip help is available via a popup box that appears slightly above the page element when a user hovers the cursor over the element. Text with an available tooltip has a dashed underline.